

Recognizing Safety Issues at Public Use Facilities



Why are we here?

About 16 murders and
18,000 assaults happen at
work each week in the U.S.

About 2 million Americans
are victims of workplace
violence each year.



We are here to...

To increase your safety
awareness

To help you recognize potential
threats or escalating behavior

To explain the importance of
communication styles

Types of Workplace Violence

- Robbery (67%)
- Domestic Violence/Stalking (10%)
- Co-Workers, Former Employees or Applicants (15%)
- Hostile Public (8%)

(Not counting terrorism)



Risk Factors - Do you....

Have contact with the public?

Work with unstable / volatile persons?

Work alone or in small numbers?

Work in high-crime areas?

Work late night / early morning hours?

Prevention Strategies

- Environmental design
- Administrative controls
- Behavioral strategies



Environmental Design

- Physical separation from public
- Cash-handling procedures
- Visibility and lighting
- Security equipment



Administrative Controls

- Staffing levels
- Zero tolerance policy
- Procedures for reporting/assessing threats
- Tracking system: program effectiveness



Behavioral Strategies

- Training in nonviolent response skills (hostile clients, anger management, etc.)
- Training in conflict resolution skills





Recognizing Trouble!

The Olympian

Meth lab blast kills Thurston woman

■ MAN CRITICAL:

The couple apparently were visiting a home near Tenino when the lab blew up.

By D. Eric Jones
The Olympian

THURSTON COUNTY — An exploding methamphetamine lab blew apart and burned a Tilley Road home early Sunday, killing a woman and leaving her husband in critical condition at a Seattle hospital.

Jennifer M. Ash, 35, a longtime resident of Thurston County, died after being airlifted to Harborview Medical Center with burns over most of her body.

Her husband, Duane Ash, 36, was in critical condition in Harborview with burns over 50 percent of his body, a hospital nursing supervisor said.

Sheriff's detectives were sorting through the details of the crime scene, but Lt. Brad Watkins said it was too early to tell whether arrests were imminent. Apparently, the Ashes were visitors at the aging, gray one-story home near Tenino, which was rented to a relative. Police are also questioning a third person who was in the home when the blasts occurred about 2:50 a.m., Watkins said.

The Ashes, however, were no strangers to law enforcement.

Watkins confirmed deputies had previously arrested the couple, but related charges were not available Sunday. Lt. Jim Chromey, commander of the Washington State Patrol's Statewide Incident Response Team, said his team had investigated two



Steve Bloom/The Olympian

EXPLOSION SITE: Jeff Kershaw of the State Patrol's Statewide Incident Response Team rests after his unit completed the first search of a home on Tilley Road near Tenino that was ripped apart by a meth explosion early Sunday.

other narcotics cooking operations traced to the Ashes.

No children were in the home when the explosions and flames obliterated the back half of the house. But the couple's daughter was at the site later when she was told of her mother's death, police said. The daughter's name and age were not disclosed.

With toluene, acetone and other substances found in an attached shed, Chromey said,

"All the components necessary to make meth are here."

With the amount of hazardous materials and intense heat, investigators said, it's fortunate no one else was hurt when a second explosion rocked rescue workers. The second combustion sounded just as two paramedics were taking Jennifer Ash out on a stretcher. In shock, Ash rolled off the stretcher and ran about 30 feet toward an am-

bulance before collapsing again, police said.

Firefighters from Littlerock, East Olympia, McLane, Tenino, Grand Mound and Rochester fire districts responded and a pair of Airlift Northwest helicopters flew the patients to the hospital.

The home sustained about \$75,000 in damage to its building and contents after the explosions occurred in poorly ventilated, windowless

rooms filled with flammable compounds, police said.

Combining such dangerous chemicals is a recipe for disaster, said Chromey, who said he's seen almost a dozen narcotics lab explosions this year.

"It's a real tragedy," Watkins said of the burn victims. "But unfortunately that type of stuff does happen."

D. Eric Jones writes for The Olympian. He can be reached at 754-5445.

UPSWING IN LABS PEGGED TO DEMAND

Washington's methamphetamine problem is getting worse by the day, police said.

Addiction is driving up demand as more than 90 percent of first-time users become addicted to methamphetamine, The Associated Press reports.

In Washington alone, the problem is twice as bad as last year, said Lt. Jim Chromey, narcotics section commander of the State Patrol team that investigates all suspected narcotics labs outside King and Pierce counties.

With the passing of the state budget last month, some ammunition is coming to help police — but meth makers still have them outgunned, police said.

Four full-time detectives and a State Patrol sergeant will soon be dedicated to the tasks, but that won't keep up with demand.

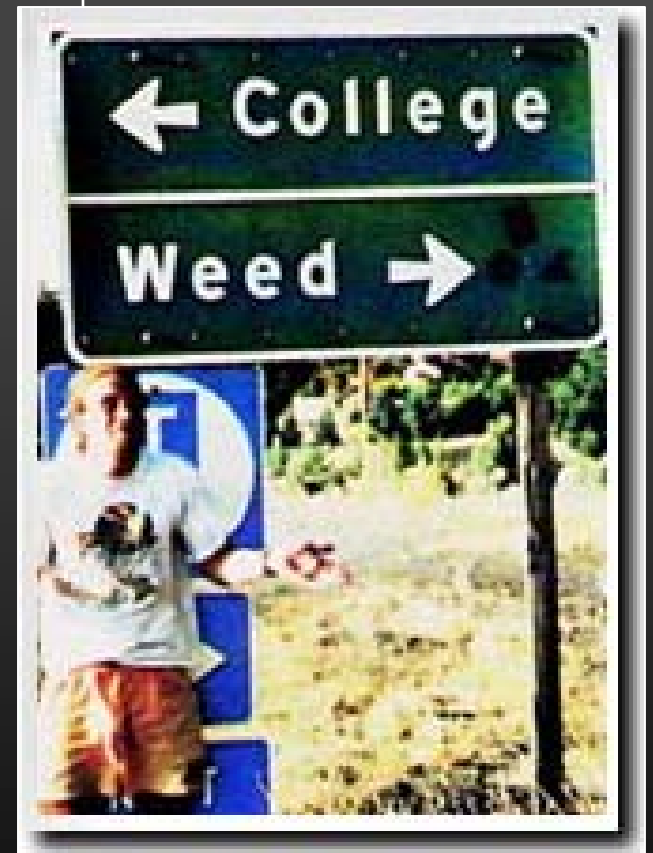
Last year, the Statewide Incident Response Team investigated 127 suspected labs in 1998. Including a handful of mobile labs yet to be processed, the team had investigated 126 labs Sunday.

"And my pager is going to be ringing again," said Chromey, referring to how he's notified of new labs.

"In half a year, we'll probably have done more than we did all of last year."

Who's using methamphetamine?

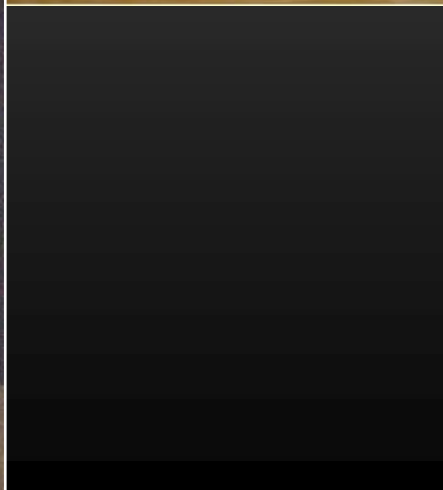
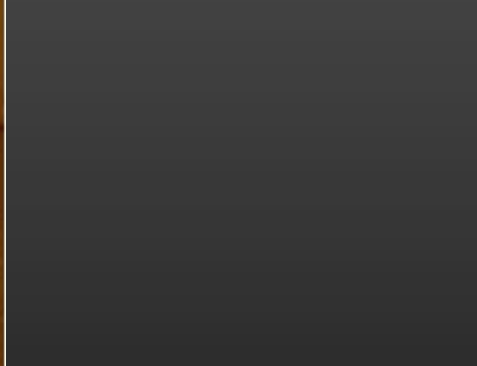
- Usually male (70%)
- Decline in general appearance
- Pale skin
- Teeth rotting out
- Hair falling out
- Eyes sensitive to light
- Dark circles under eyes
- Injection marks all over body
- Open sores all over body
- All socio-economic groups



Hazardous waste disposal









Mobile Lab

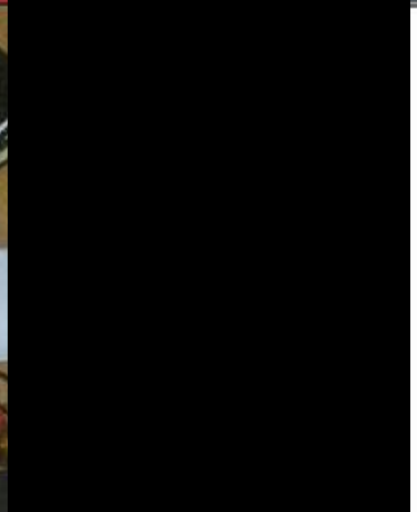












Smoking Devices



Roach Clips



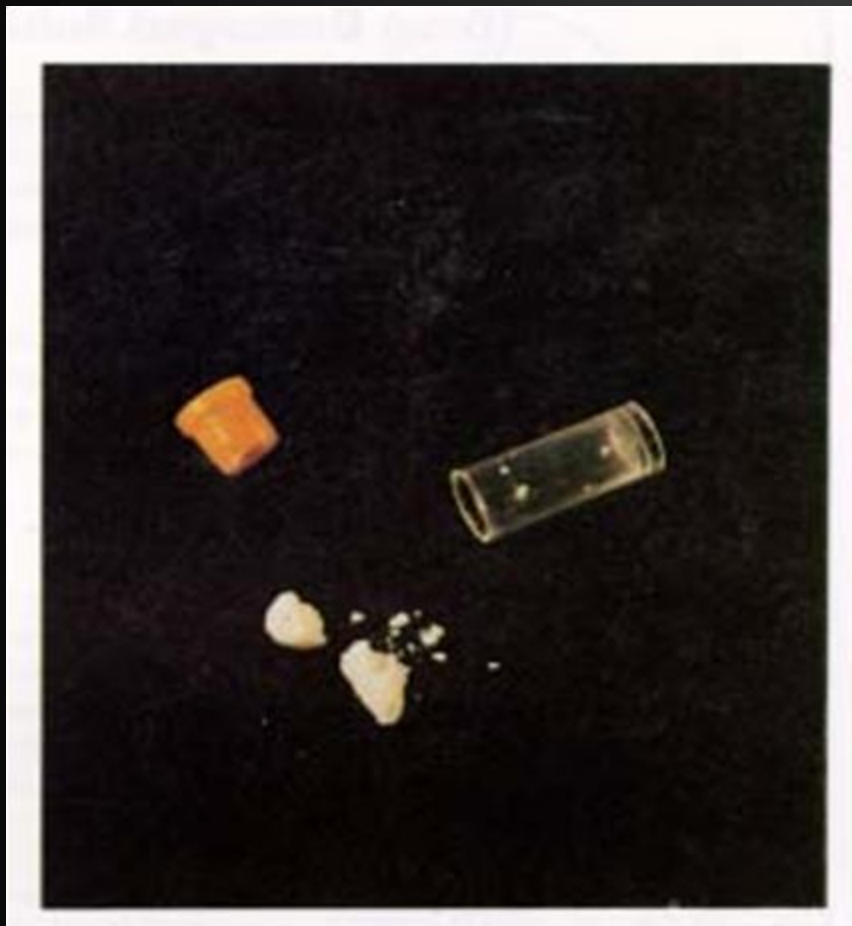
Intravenous Tools



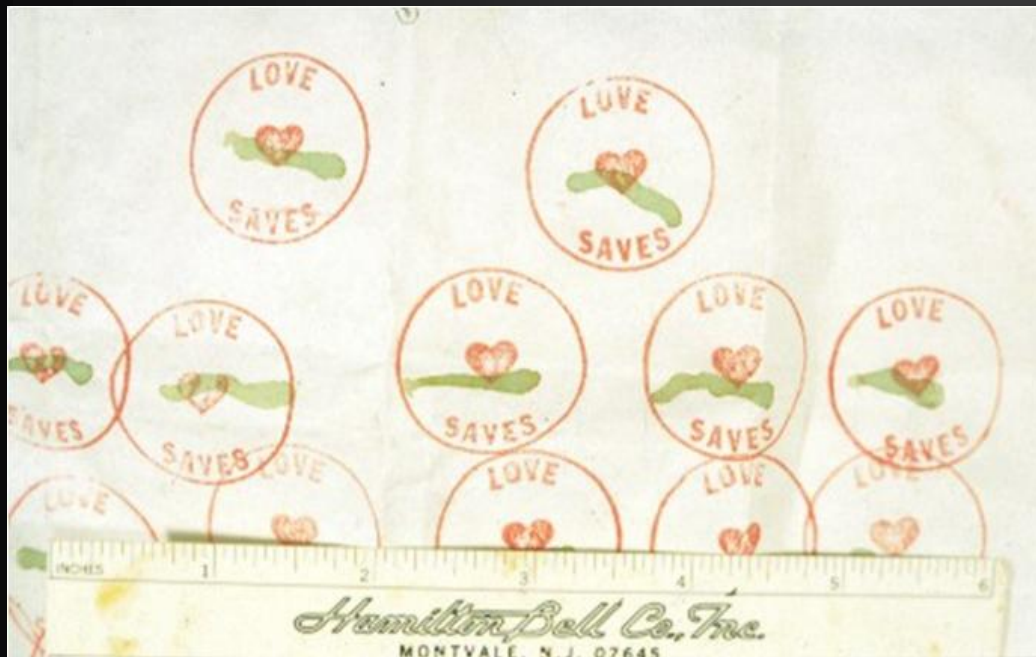
Marijuana



Crack / Cocaine



Heroin



LSD
Blotter
Paper

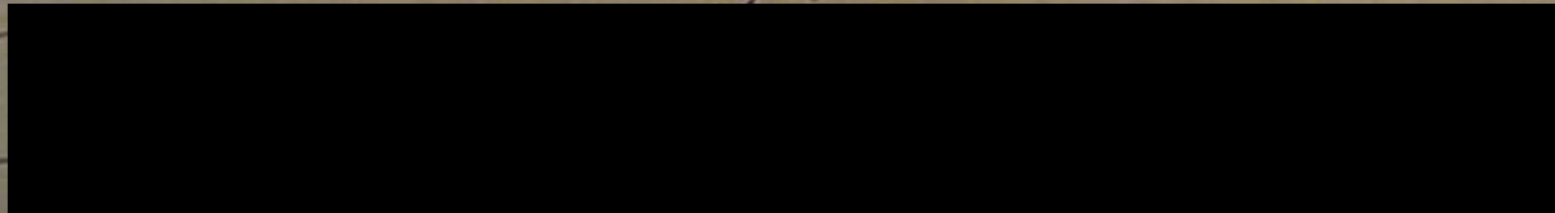
Ecstasy







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Child Abuse



In 2006:

- 3.6 million cases investigated.
- 1,530 children died.









How should you
handle these?

Call 911



Personal Safety

Safety Strategies

- Plan your work with an escape route available.



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- Walk with “purpose” - shoulders back, head up, scanning your surroundings.



- Be alert to what's going on around you.

- Maintain eye contact.
- Speak first, acknowledge they are there.



Personal Safety



- Be aware of their hands and actions.

Personal Safety



- Park in lighted areas.

Personal Safety

- Leave valuables out of sight and locked-up.



Personal Safety



- Carry a whistle, alarm, or pepper-spray.

Personal Safety



- Have keys ready in your hand.

Personal Safety



- Keep one hand free.

Personal Safety

- Check the area around and inside your car before entering.



Personal Safety

- If being followed, drive to a well lit, busy area to call for help.



Personal Safety

- Report stranded motorists requesting assistance. Don't make yourself vulnerable.



Tactical Communications

Dealing With Difficult People

- You are in daily contact with...
 - Yourself
 - Your organization
 - The public
- ...and must represent your organization professionally...

- ...whether dealing with
 - Nice people
 - Difficult people, or
 - Wimps
- Verbal encounters go with the territory
 - Some encounters are difficult and challenging

HAVE YOU BEEN IN THEIR SHOES?

**What kind of traits do YOU need to
emphasize as employees?**

- Courtesy
- Competence
- Fairness
- Taking appropriate actions

Keeping Your Cool

- How do you maintain your professionalism in any verbal encounter?

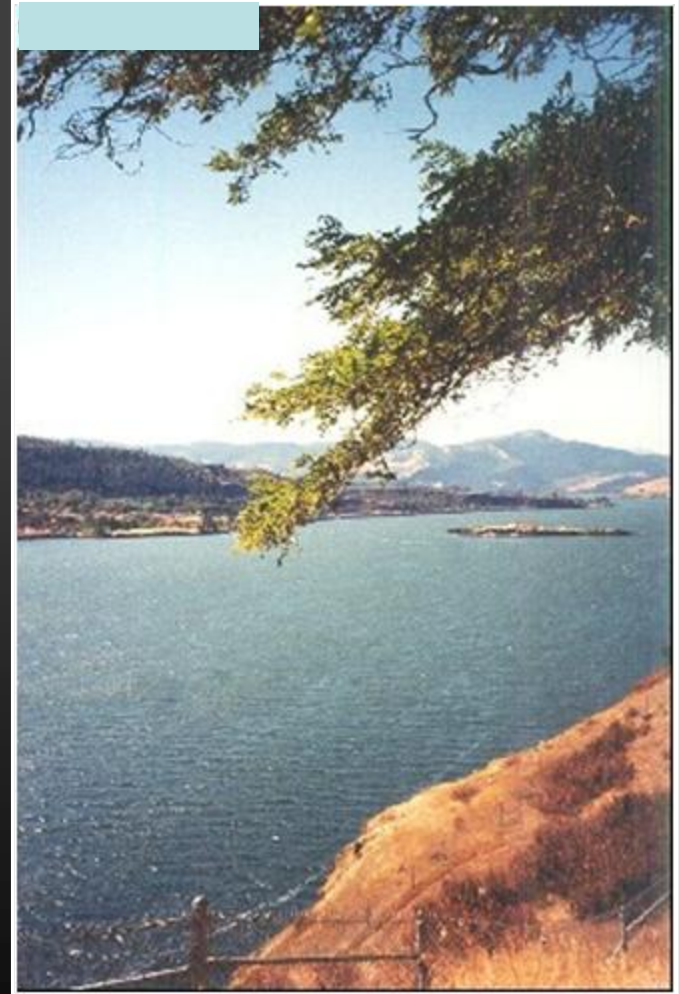


What Is Tactical Communications?

- Similar to “Verbal Judo”
 - The method of persuasion that redirects others’ behavior with words and generates voluntary compliance

Benefits Of Tactical Communications

- Personal safety
- Professionalism
- Reduced complaints



Tactical Communications lets you focus on the behavior of others while maintaining your own and other's safety...



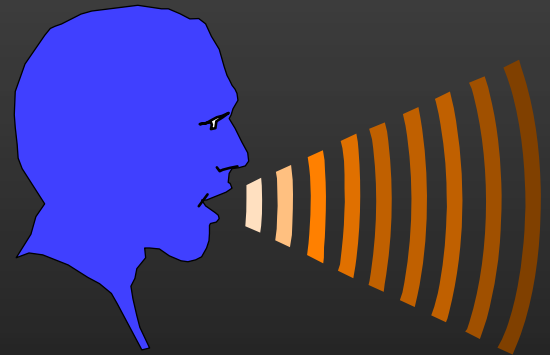
...and then use appropriate presence
and words to achieve a purpose.

Listening

- What is the opposite of talking?
 - It should be listening, but for most people it is waiting—waiting to interrupt!
- Is listening a natural act?
 - Good listeners aren't born, but made
 - Active listening is a highly complex skill involving four different steps...

Active Listening

- The 4 steps of active listening
 1. Being open and unbiased
 2. Hearing literally
 3. Interpreting the data
 4. Acting
- Do people always say what they mean?



To be a good communicator, you
have to be a good listener.

Never assume that they heard
what you said.

A Most Powerful Tool

- **Paraphrasing** – why is it a powerful communication tool?
 1. You can interrupt someone and not generate resistance
 2. You can take control of the encounter
 3. You “get it right” on the spot

A Most Powerful Tool

- Paraphrasing – more reasons why...
 4. The other can correct you if you have made an error
 5. It makes the other person a better listener
 - No one will listen harder than to their own point of view

Perceptions

2 people = 6 people!

Real self	Real self
Self as seen by self	Self as seen by self
Self as seen by other	Self as seen by other

Delivery

- 93% of your effectiveness is in delivery style

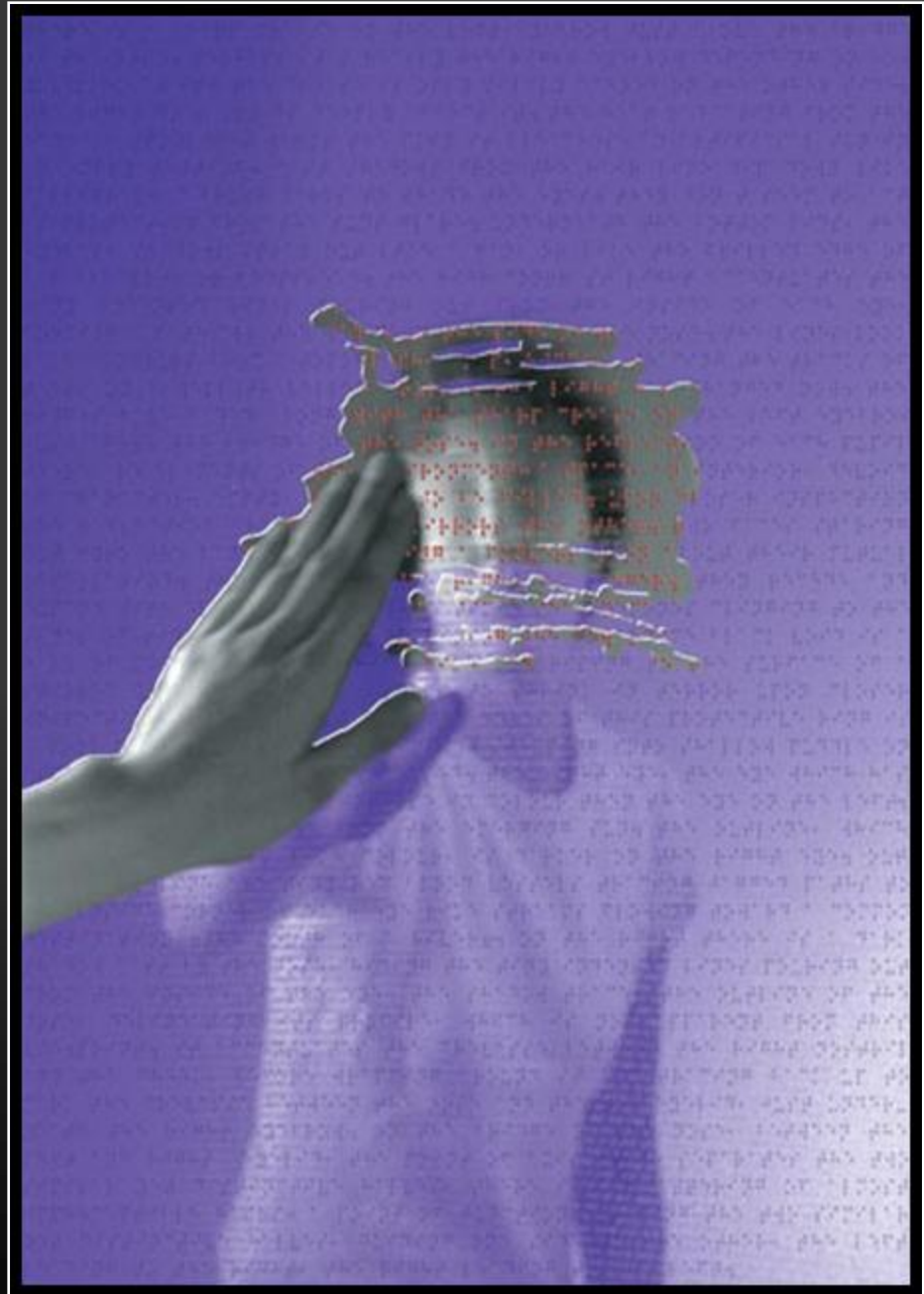


Delivery, Delivery, Delivery

- Over 90% of a message is communicated by delivery style!
 - Content = 7% - 10%
 - Voice = 33% - 40%
 - Body language = 50% - 60%

Content 7 - 10%

- If you make a mistake with the words you choose...
 - Communication breaks down
 - Credibility is lost



Voice 33 - 40%

- You have a professional voice and an inner voice
 - Your professional voice is you talking on behalf of your organization
 - Your inner voice is what you have going on inside your head

Voice Components

1. Tone = attitude

- Conveys your real attitude toward people
- If conflict between role and voice, people will believe your voice
- Project empathy and professionalism with tone

Voice Components

2. Pace = speed

- Too fast and you sound rushed or uncaring
- Too slow and you sound patronizing or unsure

Voice Components

3. Pitch = volume

- Loud sounds
intimidating and rude
- Soft lacks authority

Voice Components

4. Modulation = inflection

- If improper, the wrong message is sent
- **“I never said he stole the money.”**
 - I never said HE stole the money.
 - I never said he STOLE the money.
 - I never said he stole the MONEY.

Body Language 50 - 60%

- Non-verbal communication
 - If there is a conflict between verbal and non-verbal communication, people will believe any non-verbal language first

Body Language

- Calming stance, with hands relaxed, held at chest level or lower
- Stand at a slight angle, not head-on
- Be aware of your facial expressions
- Maintain personal space

Body Language

- What is this person telling you?



Body Language

You have just asked this person for help – does she seem willing to help?



Body Language



Is this employee concerned about your problem?

Body Language

- You just asked this person a technical question. Based on her expression, how much help is she going to be?



Don't Forget - Hot Buttons

- In order to effectively communicate, you must first be in control of yourself and know what your "HOT BUTTONS" are
- How will you respond when they are pushed?
 - What sets YOU off?

Elements That Generate Hostility

- Apathy - "I don't care" attitude
- Brush off – "It's not my job."
- Coldness
- Condescending attitude
- Robotism – "Next."
- Rule Book - "Look buddy the RCW says..."
- Run around - "I don't know, go ask the other guy."

Phrases to AVOID!

- “I dunno.”
- “I (we) can’t do that.”
- “I won’t do that.”
- “You’ll have to.”
- “Just a second.”
- “No” to start a sentence
- “It’s not my job.”
- “It’s standard procedure.”
- “BUT . . . ”

Phrases to USE!

- “How may I help you?”
- “Let me suggest...”
- “I’d like to ask you...”
- “It’s my pleasure...”
- “Please.”
- “Thank you.”
- “You’re welcome.”
- “I’d be happy to...”
- “Yes, I believe I could do that.”

Dealing With Difficult People

- Principle #1
 - Let the person say what he wants, as long as he does what you say
- Principle #2
 - Always go for a win-win solution
 - By using principle #1

How would YOU deal with a Difficult Person?

- *BEWARE: Drugs / alcohol = high EMOTION and low REASON, in spite of any techniques*
- People don't make good decisions when upset
- Get the first words out and set the tone
- Use the team approach (back-up)
- Disengage if you feel threatened
- Keep your own emotions level

Techniques for handling difficult people

- Let them VENT!
- Show you're listening (active listening skills).
- Understand: "You must be really frustrated."
- Make a rule: "I'll help you if you stop swearing at me."
- Talk low: Why would you want to do this?
- Paraphrase: "So what you're saying is..."
- Focus on the PROBLEM, not the person.

Be a PROBLEM SOLVER

- Find out who or what the problem is.
- What resources can solve the problem?
- Give them a time frame when the problem might be solved.
- Know what the internal and external barriers are.
- Find solutions and alternative solutions to deal with the problem.

Anger/Threat Signs

- Psychological and physiological anger/threat signs:
 - Skeletal/muscular
 - Tightening of muscles
 - Jaw clenching, fist clenching
 - Rapid head/eye movements
 - Facial contortions

Anger/Threat Signs

- Psychological and physiological anger/threat signs:
 - Respiratory and circulatory system
 - Rapid or shallow breathing
 - Excessive perspiration
 - Hand wringing, gasping for air

Anger/Threat Signs

- Psychological and physiological anger/threat signs:
 - Language patterns
 - Rapid or slowed speech
 - Use of profanity
 - Incomplete sentences, repeating self
 - Verbal threats, inappropriate voice tone
 - Not making sense

When Words Fail...

- S.A.F.E.R.

–Act when one or more of these are present...



S.A.F.E.R.

- **Security**

1. Whenever others are in imminent jeopardy...
2. Whenever property under your control is threatened...

S.A.F.E.R.

- **Attack**
 - Whenever your personal danger zone is violated...

S.A.F.E.R.

- **Fear**
 - Whenever you feel threatened...

S.A.F.E.R.

- **Excessive repetition**
 1. No voluntary compliance is forthcoming
 2. You've exhausted all verbal options

S.A.F.E.R.

- **Revised priorities**
 - Whenever a matter of higher priority requires your immediate attention or presence...

Scenarios

How would you respond?

What is the problem, if any?

What are you going to do next?

What types of follow-up may be needed?

What would you have done differently, if anything, up to this point?

What can go wrong if it's not handled?

Remember...

- Always wear your professional face
- Be alert to their behavior
- Set the tone
- Paraphrase and empathize
- Show respect to people at all times
- Don't react—respond
- Know when to act when words fail

The Maladjusted Mechanic

James has worked for the agency for ten years, and has been known as antagonistic and belligerent to his co-workers and even the public. Co-workers avoid him because of his temper. You are his direct supervisor, and recently counseled him three times about his lack of professionalism in interpersonal communications.

Now, a co-worker has just reported to you that James is drunk, lying asleep on a creeper in the garage where he had been checking the brakes on a maintenance vehicle.

Do you hear what I hear?

You're at the safety rest area walking past John at the coffee station. John has volunteered here for twelve years but his appearance has been getting noticeably sloppier over the past year.

John looks agitated, and overhear him saying he is going crazy with the voices, and that they are getting louder and louder. You watch as he closes his eyes and says louder, "I need to make them stop! I have GOT to do something about this!! I can't take any more!" John starts saying over and over, "Be quiet! Be QUIET! Just shut up!"

Why can't we be friends?

You've been left in charge for a month. Bill has worked here for five years, and was a great employee until the past two months. He used to be easy-going and friendly, but now he's short-tempered and agitated. You have tried to encourage him, but he ignores you.

Darla works in the adjacent office. Today she tells you that Bill has been harassing her, hanging around her office, calling her, following her home, and leaving gifts at work. She told him repeatedly that she is not interested, and to leave her alone. She wants you to "do something about this!"

Clumsy Co-Worker

Your co-worker, who you consider a friend, has been acting “distant” lately. She has taken more sick leave than usual, and is vague when you ask how she’s doing. You’re worried when she shows up for the third time with cuts on her face. She says she’s just been clumsy because she’s distracted with a project she’s working on.

Take the bus

You're traveling on the main highway in a department vehicle. Your co-worker, in the passenger seat, has been gesturing with both hands to describe a comedy routine from TV, when you see a blue Camaro behind you start veering side to side. You're in the left lane, almost past a slow-moving truck, when the Camaro speeds up to ride your bumper, and the driver flips you off.

It must be a full moon

Two co-workers are having an argument, blaming each other for not ordering the correct supplies. Their raised voices are getting louder, and they have started shoving at each other. A crowd is gathering to watch as you walk up to see what all the shouting is about.

Who is responsible for YOUR safety?

- **YOU!**

- Don't compromise your safety for fear of ridicule, embarrassment, or belittlement. If you err about the intent of a person, err on the side of your safety.
- *AND, don't become complacent.*

Questions or comments?